

A LOCAL
GOVERNMENT
FEATURE



KSAC

KINGSTON AND ST ANDREW CORPORATION

Working Together

FOR A CLEAN, SAFE AND THRIVING CITY



Highlighting the progress made
over the last 18 months



Message from
THE MAYOR
SENATOR, CLLR. ANGELA
BROWN BURKE J.P



After two and a half years in office, we remain grateful and humbled by the confidence placed in us and the critical support afforded us so far. We are always mindful that we are the servants of the citizens of the Municipality, mandated to provide efficient, effective service to enhance the quality of life.

Partners, stakeholders, citizens, all, we thank you for staying the course with us and for expending time and effort in the planning and execution of our various civic activities with your encouragement, comments and suggestions. Thanks too for taking time to critique the ideas that led to the policies and programmes being implemented. Your invaluable feedback helps to keep us grounded whilst pushing us to become a more effective, transparent and accountable local authority.

The Municipality faces many challenges and deficiencies; nevertheless we are assiduously working towards providing solutions; always mindful of our stated strategic objectives of: keeping the Municipality clean safe and thriving; serving our citizens and other stakeholders; attracting and increasing the flow of cash and cultivating a culture of effectiveness in the Council.

Last year we promised a professional service with

well-trained, competent and customer-focused staff and improved infrastructure. We have done that. The training of the workforce has begun and is ongoing, and will soon see customers enjoying world class standards of customer service. We have developed a Customer Service Charter, renovated our Customer Service area and established a Help Desk to provide information and advice on building and planning processes. Overall, it is a more comfortable environment with greater privacy to do business.

To improve cash flow in the Municipality, we have and will continue to employ a variety of strategies. Revenue collection is not a popularly accepted activity, but through education and collaboration we gained positive responses from you. We thank you for coming on board and playing your part. Your cooperation has enabled us to see moderate increases in revenue without increasing fees, helping us to provide services where feasible. We anticipate even greater compliance in future, helping us create more opportunities for improved economic activity and the prosperity of all our people.

Last year we also committed to provide technological and other resources that allow us to serve you better. The backlog of 970 building and subdivisions applications in March 2013 has now been cleared. Additionally,

our revised processes have drastically reduced the application processing time. For example, between April and June 2013, 41% were completed in less than 90 days. Fast forward to the period July to September 2014 – 90% were processed within 90 days. In fact, since the start of this financial year, more than 75% are consistently being processed in 30 days. Again, fulfilment of our promise of greater efficiency. We provided tablets for our technical staff and trained them to use our lovecleanksa application, an interactive platform for reporting breaches and issues that needs attention. That application is also available to the public and we urge you to download it from www.lovecleanksa.org and use it to help us keep Kingston & St. Andrew clean and safe.

On a somewhat more sombre note, we have had to deal with the recent outbreak of Chikungunya. We responded by launching a series of public education campaigns and cleaning of drains and gullies in the most vulnerable areas. \$300,000 from the [insert name of fund] was allocated to each Councillor to assist with

the clean-up of each division. 89 volunteers from the community were trained to identify potential mosquito breeding sites and advise on corrective measures. Additionally, meetings have been held with Members of Parliament to carry out a more comprehensive clean-up effort. This joined up strategy will avoid overlapping and spread the limited resources more widely. It was a significant learning opportunity for the city. We are now more proactive, constantly scanning the external environment to anticipate, reduce or prevent cross border or local health threats such as ebola.

Notwithstanding, I look forward to the next six (6) remaining months of this term as we continue working as a team for the further development of Kingston and St. Andrew. We will continue to be inclusive; involving residents, business partners, CBOs, young people and all stakeholders in making Kingston & St. Andrew a city to be proud of. There is no other way for us to do it, except through this kind of partnership. Ladies and gentlemen, thanks again for the work you have done and for your continued cooperation.

Message from
THE TOWN CLERK
MR ROBERT H.P. HILL, JP



The KSAC continues to affirm its commitment to serve the citizens of Kingston & St. Andrew by developing strategies, objectives and initiatives aimed at improving customer experience in a meaningful way. We are improving minimum standards of service, managing business processes in a more efficient and timely manner, ensuring higher levels of responsiveness and truly reflecting a reformed system of engaging stakeholders, as outlined in our charter.

We believe that Local Governance demands direct interaction with our citizens, quality-based assessment of municipal issues, developing effective and meaningful partnership processes and prudent financial management, bolstered by a consistent analysis of stakeholder interests.

Likewise, this governance process must seek to heighten the quality of basic municipal services, in keeping with the increasing expectations of

our citizenry. Consequently, we have developed an overall Short-Medium Term Strategic Plan. Departmental Operational Plans are being finalized and strict measurement processes that ensure that internal and external efficiencies are consistently improved.

We at KSAC are indeed proud to be servants of the people of Kingston & St. Andrew. We acknowledge the many existing challenges, but remain undaunted and committed to delivering quality service; improving infrastructure and exercising responsible governance over the affairs of the municipality.

Thank you for your partnership and support!

Message from
MINORITY LEADER
 CLLR. WINSTON ENNIS



As we pause to recognize Local Government week, I, on behalf of the Jamaica Labour Party Caucus commend the KSAC for the work we've done together over the years. Let me hasten to add that while there is room for commendations, much more needs to be done that will require all of us, to ensure that the interests of the people are served, above all else.

Despite the competitive nature of politics, I recall moments when the KSAC suspended political differences to cooperate on common ground. One such occasion was, the Jamaica 50 Celebrations during which all councillors were included in activities.

However, as the nation rises to deal with threats of new diseases, the importance of local government is placed into sharp focus. The KSAC must lead from the front to prevent public health threats. We must ensure that we do not repeat the mistakes of Chikungunya. The early allocation of funds for cleaning drains,

among other public health strategies is vital. We must improve communication channels so that Councillors can readily access critical information.

Local government is the front-line of representational politics. As we remain steadfast in our representation, we trust that the resources and legislative framework be made available to strengthen our capacity to function efficiently.

I look forward to working diligently with the entire team to effectively live up to the promise of effective local government.



Vision

To be recognised as the leading innovative local authority in Jamaica by 2015 and beyond, with professionalism, transparency and integrity as our hallmark.

Mission

To meet the local needs of the citizens of Kingston and St. Andrew by providing effective and efficient services to enhance the quality of life.

KSAC

Town Hall Meetings- Over 1000 people engaged

The KSAC facilitated a series of town hall meeting to share information with stakeholders.



STRATEGIC PERSPECTIVES – 4C'S

- **Keeping our community clean, safe and thriving**
 Prioritising the use of physical space for living, recreation and business purposes
- **Attracting and increasing the flow of cash throughout the municipality**
 Facilitating increased prosperity for all through income generation, budgetary management and providing best value for money
- **Serving our citizens and other stakeholders**
 Putting the citizen first, providing opportunities and development for them as individuals, parents, employees, employers and investors
- **Cultivating a culture of effectiveness in the administration of Council**
 Ensuring that the administration has the resources (human, financial, operational, and technological) that it needs to deliver efficient and effective service to all stakeholders

Customer Service Charter



FACE-TO-FACE: When customers visit our offices, we will not keep customers waiting unnecessarily and will try to resolve queries on the spot. Where appropriate and possible we will provide private meeting rooms so that queries can be dealt with in a confidential manner.

APPOINTMENTS: will be arranged for customers to see specific officers within 5 working days.

Customers with appointments will be seen within 10 minutes of agreed time. Customers will be notified at least one hour before the appointed time if, for any reason, the Officer is unable to keep the appointment.

TELEPHONE: All calls will be answered personally in a fast and professional manner within three (3) rings. Callers will not be put on hold for more than one minute.

WRITTEN: correspondence (including email); We will respond to written requests within five (5) working days.

If we are unable to respond fully within that time we will send an acknowledgment to the customer outlining progress made and the reason for delay.

Online: Queries or comments that are

made via the website will be responded to within 48 hours by email, telephone or letter as appropriate.

FORMS AND LEAFLETS: All forms or publications by the KSAC will be written in plain English and be free from jargon except where required to discuss technical details.

APPLICATIONS, MANAGEMENT & DATA AUTOMATION SYSTEM (AMANDA):

- Customers seeking information on requirement for making application for subdivision planning and building approval will not interface with more than two persons
- Pre-consultation meetings are arranged based on availability of commenting agency not exceeding 10 days.
- Assistance will be provided to customers completing application within 30 minutes
- Assistance will be provided to customers in receiving and tracking their requests within 10 minutes.

MEETINGS (INTERNAL & EXTERNAL):

Public meetings will be organized to accommodate the majority of stakeholders. We will use a variety of media to ensure that discussions and decisions are shared publicly.

CUSTOMERS / CITIZENS / SERVICE USERS RESPONSIBILITIES

Customers play a key role in deciding how well the service works and the level of service they receive. We therefore ask that our service users:

- Provide accurate information
- Quote reference numbers, where available, in all correspondence and communications with the KSAC
- Understand terms and conditions of schemes before filling out applications/forms and provide all necessary supporting documentation
- Provide contact details including, if available, a daytime telephone number or email address in all correspondence
- Stick to closing dates
- Respond promptly to requests for additional information
- Inform the KSAC of any changes in circumstances which may have a bearing on a decision made by the Council
- Make appointments for matters of a complex nature so that staff will be able to prepare as needed
- Treat staff with the same courtesy and co-operation you would like to receive
- Do not intimidate or threaten staff

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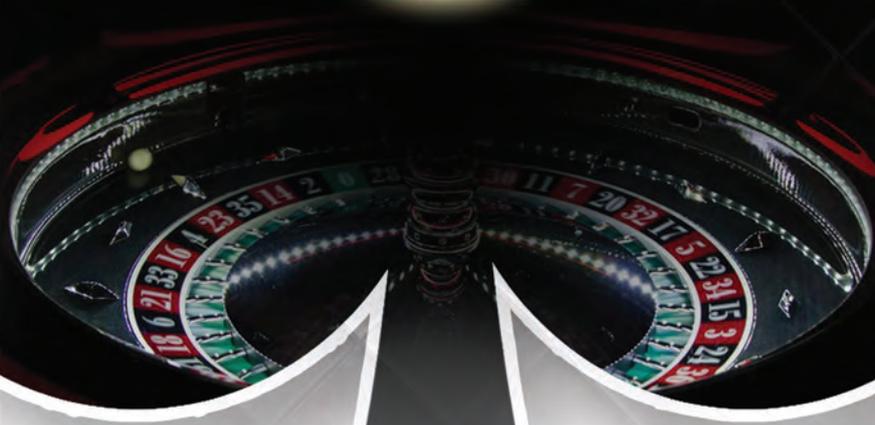
Digicel



ODYSSEY

• GAMING •

67 CONSTANT SPRING ROAD, MARKET PLACE



COME PLAY WITH US



SUPREME VENTURES ENCOURAGES RESPONSIBLE GAMING.
PLAYERS MUST BE 18 YEARS OLD & OVER.



@AcropolisJa | @OdysseyJa



Serving Citizens and Other Stakeholders



Our Vulnerable People - "Show your care, Do your share"

Homeless persons, those with disabilities and youth were identified as groups needing the greatest assistance. With support from partners from the public, private and voluntary sectors, the KSAC's Poor Relief Department is working assiduously to alleviate the disadvantages that our most vulnerable citizens face. Some 3,800 persons receive welfare support services each year, including 200 registered poor, 300 temporary poor, and 333 seniors in the Golden Age Home.

In September of this year, through a partnership with faith-based and voluntary organisations, 53 homeless persons were assessed and relocated from Justice Square in downtown Kingston. 49 of those

persons are now housed at the Marie Atkins Shelter while four were referred to Bellevue Hospital for specialised care.

The Marie Atkins Shelter

As part of our regular programme, the Marie Atkins Shelter provides 300 meals every day and overnight accommodation (bed) for 60 persons per night whilst an additional 100 homeless persons are allowed to sleep on the premises for personal safety. The regular program is supplemented by initiatives such as relocating more than 250 persons who were sleeping rough; they were taken from Justice Square to the Marie Atkins Shelter where they can now have a daily bath, change of clothes and at least one meal per day. Further to this, the Council has recently sought to collaborate with Bethel Baptist, Mona Baptist and the Salvation Army to improve the coordination of street feeding; providing meals for the disadvantaged in clean, comfortable spaces and on a structured basis. These measures have helped to restore some semblance of public order to King Street.



164,400 breakfasts served to persons in need

The support of the Poor Relief Department extends to empowering people to support themselves and make room for others; although it is not nearly enough, some persons are being re-integrated into society:

- 4 homeless persons have been employed
- 60 dependents were enrolled in Saturday learning programmes, including computer literacy
- 33 Registered poor received houses from Food for the Poor
- One person earned a Barbering Certificate from HEART; received his Barbering Kit and is about to start working.

Chik-V HEALTH WATCH

15	89	12,351
Divisions	Community Volunteers Trained	Residents Reached



Flexible Staffing Solutions

...because situations arise

- Special projects or a one-off business order
- Coverage for absent staff - vacation, maternity, contract break
- Seasonal work or fluctuation in workload

BENEFITS OF USING JACE:

- Reduce the cost of overtime or recruitment
- Trained and experienced staff who can hit the ground running
- Reports for work in as little as 3 hours



- Customer Service Representatives
- Administrators
- Interim Managers

Tel: (876) 754-JACE (5527)

Cel: (876) 619-0761

Fax: (876) 754-7089

Email: jmc@jaceltd.com

Website: www.jaceltd.com

18 Phoenix Avenue, Kingston 10, Jamaica

ROADWORKS by the KSAC

DIVISION	ROAD NAME	AREA [M2]	REMARKS
1	Denham Town	Upper Oxford Street & William St.	700 Patching
2	Allman Town	Franklyn Ave (Phase 2)	500 Patching
3	Rae Town	James St..	760 Patching
4	Norman Gardens	Cawley Rd.	670 Patching
5	Springfield	Camperdown Rd.	640 Patching
6	Lawrence Tavern	Pete Hill Rd.	500 Patching & Drain Repair
7	Brandon Hill	Mt. Friendship Rd.	840 Patching
8	Brandon Hill	New Garden Rd.	200 Patching
9	Stony Hill	Approved School Rd.	760 Patching
10	Red Hills	Burnside Valley	1000 Patching
11	Waterhouse	Barbados Rd.	1160 Patching
12	Seaview Gardens	Chaffinch Rd.	800 Patching
13	Molynes Garden	Dewdney Rd.	800 Patching
14	Olympic Gardens	Hill Ave.	860 Patching
15	Seivwright Gardens	Henry Morgan Ave.	800 Patching
16	Cassia Park	Upper Sandringham Ave.	700 Patching
17	Hagley Park	Newark & Keesing Aves.	600 Patching
18	Maxfield Park	Melrose Avenue	1100 Patching
19	Paynelands	St. Joseph Rd.	1500 Patching
20	Greenwich Town	Bell Road	760 Patching
21	Trench Town	Avondale Avenue	760 Patching
22	Trafalgar	Cecelio Avenue	300 Patching
23	Vineyard Town	Diana Dr.	950 Patching
25	Vineyard Town	Nanny Blvd.	1300 Patching
26	Mona	Hopedale Rd.	660 Patching
27	Papine	School Rd.	500 Patching
28	Barbican	Markland Link	570 Patching
29	Waterloo	Midland Dr.	600 Patching
30	Whitehall	Lawrence Dr./Section of Lawrence Ave.	1010 Patching
31	Norbrook	Mclaughlin Avenue	700 Patching
32	Havendale	Randwick Dr.	700 Patching
33	Hughenden	Potosi	800 Patching
34	Gordon Town	Jackalyn Rd.	680 Patching
35	Kintyre	Dallas Castle Rd.	900 Patching

TOTAL 26,980

Reinstatement Of Roads

Dallas	Somerset Road	850	Reinstatement of Road with River Shingles
Total		1,200	

Asphalt Overlay

Norman Gardens	Deoch Road	1600	Asphalt Overlay
Total		1,200	

Road Rehabilitation

Chancery Hall	Mosquito Valley	600	Road Rehab
Red Hills	Mosquito Valley	600	Road Rehab
Total		1,200	

LIST OF DRAINS/ GULLIES CLEANED

For the period April 2013 to September 2014

DOWNTOWN BUSINESS DISTRICT

Church Street
Matthews Lane
Orange Street
Luke Lane
Peters Lane
King Street
Temple Lane
Mark Lane
Duke Street
Johns Lane

East Street
Downtown Parade

MARKET DISTRICT

Pechon Street
West Street
New Chapel Lane
Princess Street
Beckford Street
DUHANEY PARK
Calaloo Mews

Columbus Drive
Bob Marley Blvd
Queensboro Drive
Shakespeare Avenue Gully
Hemmingsway Gully

SEAVIEW GARDENS

White Lane Gully
Mediterranean Sea Dr
Pacific Blvd
Portland Avenue

Trelawny Avenue
Westmoreland Avenue
Chaffinch Road

WATERHOUSE

White Lane Gully
Calaloo Mews
Nanse Pen
Marie Drive

GREENWHICH TOWN

Section 2 Drain (Mahoe Drive)
Bow Tie Island
Greenwich Town Gully
Jew Gully
Union Gardens
Boucher Gully

PAYNE LANDS

Boucher Gully(Oakland Crescent -Hagley Park Rd)
Selassie Drive
Brotherton Avenue
Brownsland Gully
Kelly's Drain

TIVOLI GARDEN

West St (Harbour Street - Sea)
Tivoli Gully
Seaga Blvd Drain
Tivoli Court Drain
Marcus Garvey Avenue
Water Lane
Chestnut Lane & Spanish Town Road

SPRINGFIELD

William Street
Adastra Gully (Windward Road - Sea)
Paradise Street
Franklyn Town Gully
Port Royal

NORMAN GARDENS

Harbour Drive Drain
Adastra Gully
Burger Gully
Harbour Heights Drain
Hillside Drain
Water Road

HARBOUR VIEW

Harbour Drive
Mars Drive
Seven Miles
Orion Avenue
Lunar Drive
Surf Place
Bayshore Park

DALLAS

Copacabana
Ocean Lake
Shooters Hill
Windsor Lodge
Bitto

PAPINE

Gold Smith Villa Gully
Tavern Avenue
Riverside Drive
Hopetown Road

HAGLEY PARK

Boucher Gully(Omara Rd-Rainford Rd)
Jew Gully
Ambrook Lane
Bloomsbury

MAXFIELD PARK

Boucher Gully(Rainford Rd-Waltham Park Rd)
Shoemaker Gully
Little Kew Road

CHANCERY HALL

Portview Ave
Kimberly Avenue
Bentley Crescent
Daytona Avenue

CASSIA PARK

Westminster Gully
Jew Gully
Waltham Terrace
Toronto Close

NORBROOK

Grosvenor Terrace
Logwood Park
Stevenson Avenue
Mannings Hill
Lakehurst Drive

WHITEHALL

Rochester Gully
Dunrobin Gully
Park Lane
100 Lane
Borward Drive
Blackwood Terrace

SEIVWRIGHT GARDENS

Lothian Avenue Gully
Joshua Edward Gully
Goffe Terrace
Simon Taylor Road

OLYMPIC GARDENS

Calladium Gully
Ebony Road Gully
Olympic Court

STONY HILL

Stockfarm Road
Brooks Level Road
Iron River Road
Golden Way

MOLYNES GARDEN

Penwood Road Drain
Spaulding Blvd
Davidson Avenue
Balcombe Avenue
Wilmott Drive

VINEYARD TOWN

Deanery Terrace Gully
Section Of Mcgregor Gully
Georgiana Close Gully
Excelsior Gully
Stadium Gardens Gully

MONA

Chambers Lane
Barbican Terrace
Landlease
Highlight View

LAWRENCE TAVERN

Lane Pass
Pigeon Valley
Pete Hill
Dunde Spring

RED HILLS

Carr Hill Road
Property Road
Belvedere Drive

GORDON TOWN

Cut Throat Gully
Johnny Ridge Gully

HAVENDALE

Border Avenue
Riverside Drive

ADMIRAL TOWN

Admiral Town Gully
Baker Street
Tivoli Gully
Asquit Street
Benbow Street

BARBICAN

Tavistock Terrace
Millsborough Gully
Grants Pen Gully
Castle Heights Gully

WATERLOO

Morgan Lane Drain
Devon Road / Kings Way Drain
Federal Road Gully
Retreat Drive

KINTYRE

Campview Avenue
Hope Flat
St. Joseph Road
Constitution Hill

BRANDON HILL

Mount Friendship
New Garden Road
Joppa Road
Lime Edge

WHITFIELD TOWN

Bowens Road
Whitfield Town Drain
Chinese Cemetery

TRENCH TOWN

Gem Road
Greenwich Park Road
William Road

ALLMAN TOWN

Franklyn Gully
Cloverly Road Drain
Barnes Gully
Waggonette Gully
Glenmore Road Gully

TRAFALGAR

Dames Road
Picadilly Avenue
Mico Gully
Barnes Gully
Swallowfield Gully

HUGHENDEN

Mobberly Ave
Stars Way
Carawina Avenue
Sunrise Gully

DENHAM TOWN

Tivoli Gully
Dumfries Street
Nelson Street
Last Street

MAVIS BANK

Top Road
Robertsfield
Hallsdelight Road
Dublin Castle
Guava Ridge

2014 Kingston City Run



In exercising its corporate and social responsibility, the KSAC is contributing to a worthy cause by sponsoring the Kingston City Run which is aimed at raising funds for the homeless in the City of Kingston.

Patron of the event, Her Worship the Mayor of Kingston, Senator Councillor Angela Brown Burke, JP, declared the day's events open. Members of team KSAC were out in their numbers to support the cause.

The event is geared towards raising funds for the homeless in Kingston. The main charities to be supported include: Open Arms Drop- In Centre; Missionaries of the Poor; Food for the Poor; Marie Atkins Night Shelter.



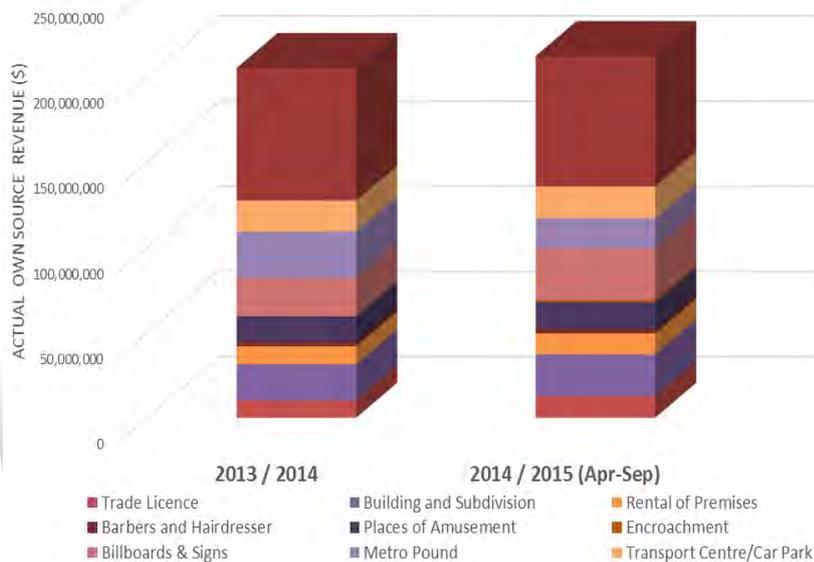
Attracting and Increasing the Flow of Cash



No increase in fees over the last 2 years

While people are our greatest assets, money remains the lifeblood of the Council, without which we are unable to deliver services or function effectively. Accordingly, we have redoubled our efforts to increase revenue so that we can improve and increase service to our people. In 2013/2014, the Council generated \$203.57M in own source revenue. In the first 6 months of 2014/2015, that total has been surpassed, putting the Council on a trajectory to double last year's revenue by the end of the financial year.

The Council is committed to fostering an enabling local economic climate, by doing our part to improve Jamaica's standing in the global environment. We have taken proactive steps to ensure this by decreasing the time for processing development applications, stressing the need for citizens' compliance for tax and other payments, launching business support initiatives geared at assisting local persons to explore entrepreneurship.



DEVELOPMENT IN THE CAPITAL

The Council, in streamlining the processes for development applications, has seen and continues to see potentially positive returns, with investment value of approvals from April 2013 to March 2014 standing at approximately \$7.7bn.

We don't only cater to big businesses. MSME's are also getting a helping hand through local economic projects, such as the "Tun U Han Programme" which has seen positive support to the pilot project in Mavery (more than 30 residents explored self-employment and business opportunities).

Understanding the financial challenges that our citizens are facing, the KSAC has not increased fees in the last two years. We want to thank those who are complying with the necessary taxes and it is heartening to see the compliance rate trending upward, now standing at 59%. We will continue to encourage even greater compliance so we can deliver even more well-needed services to citizens as well as improving the nation's economic outlook.

Culture of Effectiveness in the Council

IMPROVING SERVICE DELIVERY: For sustained improvement in how we serve the public, the Council needs staff that is result-driven, goal-oriented and motivated, as well as cutting edge technology and the trust/confidence of the people. So, there have been training programmes for employees; capacity building of elected officials and the implementation of new technologies and tools such as AMANDA, and GIS.

DEVELOPMENT APPLICATION PROCESS: The World Bank's Doing Business Report uses KSAC's processing time to rank Jamaica's performance in dealing with construction permits. In the most recent report, Jamaica is ranked at 26 out of 189 countries with 120 days as the time taken to obtain approval of building plans. **Since the start of this financial year, 90% of all development applications are processed within 90 days. In fact, 73% of applications are now processed within 30 days and 85% within 60 days, which is on par with the best in the world and the most efficient in the Caribbean.**

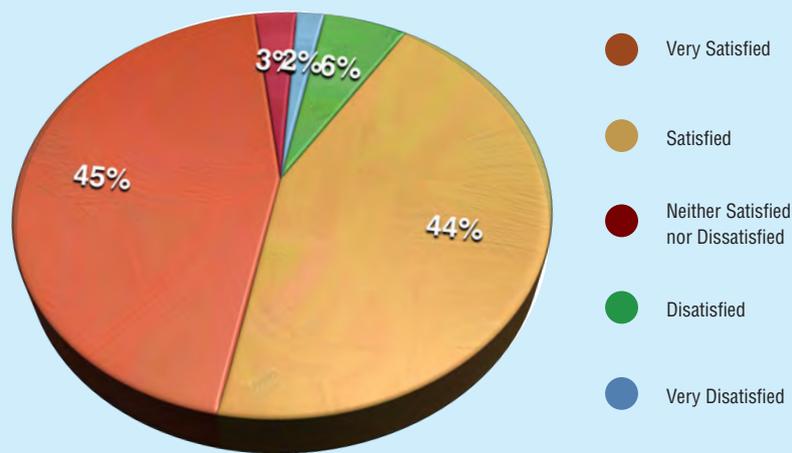
CUSTOMER SERVICE: According to our customers, the service delivered by our employees is improving. In our quarterly survey in September we sought the feedback of 100 users paying for amusement, special events, beauty licenses / permits between January and August 2014. **89% reported that they were either satisfied or very satisfied** with the overall service experience. 57% of those who were repeat users told us that the service had improved compared to previous encounters, whilst 38% said that there was no change.

And it's not just about the comfort of the waiting area where 96% of customers were satisfied or very satisfied! 91% and 95% of customers were also satisfied or very satisfied with the courtesy of employees and waiting time respectively.

TRANSPARENCY: Finally, there have been significant steps aimed at fostering transparency in our operations and accountability to our stakeholders. For the

first time in many years, the KSAC undertook the preparation of a corporate plan, which will be used to guide its activities. The revision of our vision and mission statements and core values that were defined at the 2012 retreat now form the basis of our strategic framework. In keeping with that framework, each department has prepared an operational plan including performance measuring and monitoring. Our strategic plan is an agile one that is a reference tool for all and will be updated frequently to match changes in our internal and external environment whilst remaining true to ensuring that the KSAC's mission of meeting the local needs of the citizens of Kingston & St. Andrew by providing effective and efficient services to enhance their quality of life.

KSAC CUSTOMER SATISFACTION RATING



How Your Money Supported Our Strategic Objectives

KEEPING THE COMMUNITY CLEAN, SAFE AND THRIVING, STREET LIGHTS AND SOLID WASTE (70.8%)

SERVING OUR CITIZENS AND OTHER STAKEHOLDERS (3%)

ATTRACTING AND INCREASING THE FLOW OF CASH THROUGHOUT THE MUNICIPALITY AND THE COUNCIL (3%)

CREATING A CULTURE OF EFFECTIVENESS AND EFFICIENCY WITHIN THE COUNCIL (16%)

CLEAN 140 drains/gullies cleaned
Bushing, cleaning, construction (JEEP)
Sanitary Conveniences
Public Water
Public Cleansing
Strategic Planning

SAFE Street Lighting
58,000m² of roads repaired or rehabilitated
(341% increase on the previous year)
Vector Control Program to prevent mosquitoes breeding
Disaster Mitigation

THRIVING Parks & Beautification
Boone Hall Housing Scheme
Road Rehabilitation Project
Repair to Hallsgreen Bridge

DIRECT BENEFITS
3,800 persons in receipt of financial and welfare support services and meals provided to the poor

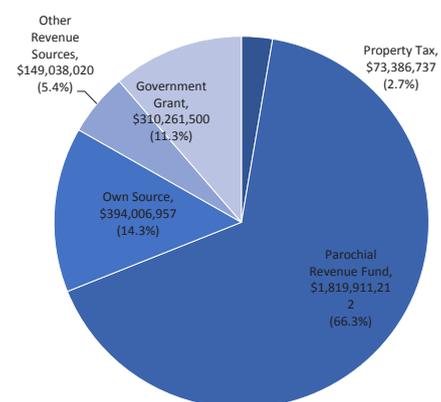
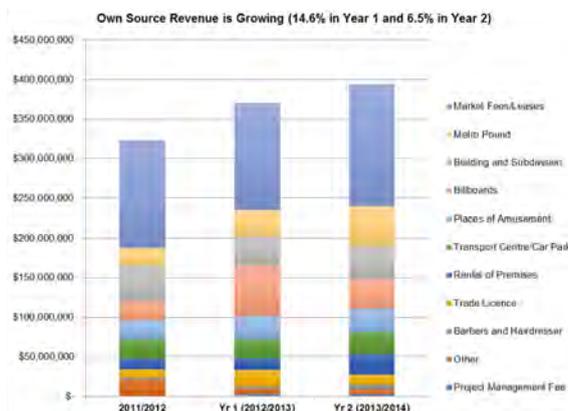
Education / Training – Back to school / School Fees

ENGAGEMENT
Stakeholders Engagement

Economic impact – buying local
Reduced Council debt
Downtown Business Improvement District
Supporting businesses (Sizzling Summer / Xmas Market)
Local persons employed by the Council
Local economic development
Renovation to Papine & Queens markets and Redemption Arcade
Subsidising the Markets

Salaries & Benefits
Pensions / Retiring Benefits
Training & Development
Technology
Overheads
Strategic Planning

2013/2014



Keeping Our Community Clean, Safe and Thriving

\$190M COLLECTED FROM MOTOR VEHICLE FEES USED TO REPAIR / REHABILITATE 58,510M2 OF PAROCHIAL ROADWAYS IN THE CAPITAL



Although it is reported that just over half of one percent of accidents are caused by road conditions, keeping the roads in as safe and usable a condition as the resources permit is always a priority for the KSAC. Over the last 18 months, using \$190M which represents fees collected from the licensing of motor vehicles, the KSAC has repaired or rehabilitated 58,510m² of parochial roadways throughout the capital.

During the same period, over 140 (49,140m³) drains/gullies were cleaned in an effort to reduce incidences of flooding and minimise health risk to residents. Working with the National Water Commission, we also repaired the Hallsgreen Bridge, making it safe for citizens and small vehicles to move freely between communities. The Council also supervised the rehabilitation of 12 roads in the Boone Hall Housing Scheme which is home to 232 families. This has been achieved

under tight fiscal conditions with support from the Constituency Development Fund (\$1.93m), Jamaica Emergency Employment Program (\$9.5m) and Equalisation Funds (\$22.3m). Through this joint effort, the state of roads and infrastructure is improving, yet there is so much more that can be achieved in partnership.

Lewisham Council, one of our international partners, donated a garbage compactor, leading to increased garbage collection in the markets from 2 to 5 days a week. Rehabilitative work has started on the physical structure of the KSAC to ensure that our employees can serve our customers in a safe and pleasant environment. So far, we have renovated the ground floor of the building at 24 Church Street as well as the Mayor's Parlour and the City Engineer's Department.

Divisional Allocation Funds - 32 urban divisions received a total of \$3.9m and eight (8) rural divisions received \$4.4m.

The LoveCleanKSA mobile application, another gift from the London Borough of Lewisham, allows employees and the public to report and monitor environmental issues affecting our localities (whether or not it is the responsibility of the KSAC).

Safety of our People

Safety is not just about the state of the roads and drains. Personal safety is paramount to the Council and we take our responsibility of maintaining public order very seriously, hence we are committed to, as well as anticipating responding to citizens' concerns in a timely fashion.

Working alongside community groups, citizens associations, the Jamaica Constabulary Force, Social Development Commission, the Child Development Agency and others, we continue to do our part to keep downtown and its citizens safe.

PROJECTS UNDERTAKEN WITH EXTERNAL FUNDING

- Bush and clean a section of May Pen Cemetery;
- Construct Monaltrie Community Centre;
- Renovate Riverside Community Centre;
- Construct reinforced concrete block wall in Bedward Gardens;
- Repair roads and drains in Port Royal Town Centre;
- Implement Vector Control Program to prevent mosquito breeding.



- 800 reports from citizens about breaches of garage operations; sidewalk vending and derelict buildings; 75% resolved
- 8,000 special encroachment notices issued for illegal vending in 21 communities
- 10 major clean-up operations; 1,200 stalls / shacks demolished
- 2,000 old or abandoned refrigerators, tyres and equipment removed from sidewalks and roadways
- 70 public health notices served
- 132 derelict vehicles removed

Tessanne on the Waterfront



On Sunday, January 12, 2014, the KSAC presented the Gold Medal of Recognition of the City of Kingston to Mrs. Tessanne Chin-Cuffe. We were happy to have celebrated with her in a free concert put on by Digicel and a number of partners. Tessanne has confirmed that Jamaicans do not only excel in athletics but are winners on and off the track.



SURREY PAVING & AGGREGATE COMPANY LTD

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BUILDING CONTRACTORS

ROAD PAVING CONTRACTORS

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Surrey Paving and Aggregate Company have attained ISO 9001-2008 certification since 2005. The construction processes and systems employed in all our projects and services reflect international best practices to ensure the highest construction quality, consistent with the specifications provided by each client. With over 20 years of experience in the industry these systems have become the trademark of our Company. **Contact our offices and speak with our Team:**



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